

Texas Government Accountability Association

Citizen Grievance Process

- The TGAA or any citizen that believes a member of the TGAA is not acting in accordance with TGAA Ethics & Transparency standards must first approach the alleged offending member and request in writing evidence of the matter of concern.
- They need to explain their problem and give all the proof they have to the organization.
- The member has to look into the problem and talk to the person who complained.
- Then, the member has 10 days to respond with a decision.
- If the person who complained doesn't believe that the member organization has moved into full compliance, they can go to arbitration with the member in Dallas County, Texas.
- If the complaining person wins the arbitration, then their lawyer fees are awarded.